

# DEPARTMENT FOR THE AGING

Lorraine Cortés-Vázquez, Commissioner



## WHAT WE DO

The Department for the Aging (\*DFTA) promotes, administers, and coordinates the development and provision of services for older New Yorkers to help them maintain their independence and participation in their communities. In the first four months of Fiscal 2023, DFTA served approximately 149,350 older New Yorkers through its in-house and contracted programs. The Department supports a broad range of services, both directly and through approximately 400 direct service contracts, which in addition to federal, state and City funding, and foundation and other grants for special initiatives and programming, DFTA administers discretionary funds received from the City Council.

## FOCUS ON EQUITY

In 2021, the Department released Building Community Care for an Age-Inclusive City, a strategic and progressive plan to update and improve the City's congregate and community-based programming. This plan offered a blueprint for how the City should comprehensively and equitably address the rapid growth, increasing diversity, and changing needs of the City's older adult population. DFTA and its providers are committed to ensuring that all older New Yorkers, especially the historically under-served, have access to the services they need. The historically underserved among older New Yorkers have included people of color, immigrants, and individuals with limited English proficiency, and those who are of low income. DFTA aims to connect with the full range of older people in the City in order to link them with services and activities that promote their health, safety and well-being.

Procurements are an important vehicle that DFTA uses to promote equity. Through solicitations, DFTA emphasizes the need for provider candidates to demonstrate how they will achieve cultural competence among staff related to the population groups in their catchment areas, conduct outreach and marketing efforts to attract the full range of groups to their programs, and offer the types of programming that will meet the needs of these groups.

In Fiscal 2023, DFTA will release request for proposals (RFP) for case management, geriatric mental health, and transportation programs. Through these procurements, DFTA will continue to support flexibility in design as it relates to providers' ability to be responsive and demonstrate their readiness and ability to meet community needs. This includes asking proposers to demonstrate their approach to more fully address the needs of under-served and under-represented populations, including their processes for addressing the language needs of their clients, recruitment strategies, and/or sensitivity trainings.

## OUR SERVICES AND GOALS

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### **SERVICE 1 Provide community-based services to older New Yorkers.**

- Goal 1a Increase utilization of older adult centers.
  - Goal 1b Provide community-based nutrition opportunities to older New Yorkers.
  - Goal 1c Provide services and supports to older New Yorkers aging in place.
  - Goal 1d Provide mental health services and supports to older New Yorkers.
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### **SERVICE 2 Provide supportive services to homebound older adults and their caregivers.**

- Goal 2a Provide supportive services to homebound older adults.
- Goal 2b Provide supportive services to caregivers.

## HOW WE PERFORMED

- DFTA’s Older Adult Centers (OACs) provide opportunities for older New Yorkers to access nutrition, educational recreation, and socialization. In June 2021, congregate sites began reopening after COVID-19 closures for onsite activities and meals with the continued option for seniors to attend virtually. In the first four months of Fiscal 2023, the Department continued to welcome older New Yorkers back in-person to OACs. Average daily attendance increased by 33 percent to 22,812 from 17,213 in the same period of Fiscal 2022. The number of meals served at OACs has also increased, with older adult centers serving 1,578,423 meals compared to 623,974 meals in the first four months of Fiscal 2022, a rise of 153 percent. This signals an uptick in interest from older adults for in-person services.
- DFTA continues to support homebound older New Yorkers through our contracted case management providers. Case management is the gateway to other services for homebound older New Yorkers, including home care and home delivered meals. During the first four months of Fiscal 2023, the number of case management clients and services remained stable with 26,800 clients receiving 165,772 hours of case management services. DFTA is on track to meet the Fiscal 2023 target.
- The Department funds home care services to help functionally impaired older New Yorkers live safely at home. Home care services include assistance with personal care and housekeeping services. During the first four months of Fiscal 2023, 2,796 home care clients received 416,765 hours of home care services, respective increases of eight percent and seven percent over the same period in Fiscal 2022. This increase in both clients and hours indicates a return to pre-pandemic levels.
- Homebound older New Yorkers continue to have a choice between daily delivery of hot meals, or twice-weekly delivery of frozen meals. In the first four months of Fiscal 2023, 1,413,178 meals were delivered to 22,822 homebound older New Yorkers, an increase of 12 percent from the same period in Fiscal 2022. This demonstrates a continuing need for home delivered meals.
- DFTA’s direct and contracted caregiver programs assist and support New Yorkers who are caring for an older person, as well as grandparents or other older adults who are caring for children. In the first four months of Fiscal 2023, 3,794 persons received information and/or supportive services through the Department’s in-house and contracted caregiver programs, a nine percent increase from the same period in Fiscal 2022.
- Local Law 30 of 2017 requires all City agencies that provide direct services also create a language access plan to better serve non-English speakers. One of the ways that DFTA meets this requirement is by providing interpretation services to older New Yorkers and their caregivers. During the first four months of Fiscal 2023, completed requests for interpretation increased to 1,493, a rise of 198 percent from 501 completed requests in the same period in Fiscal 2022. This reflects a growth in interest in aging services.

## SERVICE 1 Provide community-based services to older New Yorkers.

### Goal 1a Increase utilization of older adult centers.

Performance Indicators	Actual			Target		4-Month Actual	
	FY20	FY21	FY22	FY23	FY24	FY22	FY23
Average daily Older Adult Center (OAC) participants	24,249	NA	18,967	26,342	26,342	17,213	22,812
Older Adult Center (OAC) utilization rate (%)	92%	NA	NA	*	*	NA	NA
OAC Virtual and Hybrid Program participants	NA	33,458	61,351	*	*	NA	NA

★ Critical Indicator    ● Equity Indicator    “NA” Not Available    ↑↓ Directional Target    \* None

**Goal 1b** Provide community-based nutrition opportunities to older New Yorkers.

Performance Indicators	Actual			Target		4-Month Actual	
	FY20	FY21	FY22	FY23	FY24	FY22	FY23
★ Critical Indicator * None	"NA" Not Available	↑↓ Directional Target					
Total Older Adult Center meals	7,616,106	NA	3,004,508	*	*	623,974	1,578,423
● Older Adult Center meal participants	118,673	NA	89,230	*	*	NA	NA
★ Critical Indicator	● Equity Indicator	"NA" Not Available	↑↓ Directional Target	* None			

**Goal 1c** Provide services and supports to older New Yorkers aging in place.

Performance Indicators	Actual			Target		4-Month Actual	
	FY20	FY21	FY22	FY23	FY24	FY22	FY23
Naturally Occurring Retirement Communities (NORC) participants	18,309	17,889	17,849	*	*	NA	NA
Senior Employment Program participants	367	247	259	*	*	NA	NA
★ Critical Indicator	● Equity Indicator	"NA" Not Available	↑↓ Directional Target	* None			

**Goal 1d** Provide mental health services and supports to older New Yorkers.

Performance Indicators	Actual			Target		4-Month Actual	
	FY20	FY21	FY22	FY23	FY24	FY22	FY23
Individuals at DFTA older adult centers receiving mental health services	538	801	781	*	*	NA	NA
★ Critical Indicator	● Equity Indicator	"NA" Not Available	↑↓ Directional Target	* None			

**SERVICE 2** Provide supportive services to homebound older adults and their caregivers.

**Goal 2a** Provide supportive services to homebound older adults.

Performance Indicators	Actual			Target		4-Month Actual	
	FY20	FY21	FY22	FY23	FY24	FY22	FY23
Home delivered meals served	4,663,561	4,109,446	4,287,681	4,390,494	4,390,494	1,261,928	1,413,178
Recipients of home delivered meals	24,508	26,275	26,852	*	*	20,762	22,822
★ Hours of home care services provided	1,260,142	1,235,692	1,197,483	1,100,000	1,100,000	385,701	416,342
★ ● Total recipients of home care services	3,780	3,386	3,296	3,500	3,500	2,610	2,796
Hours of case management services provided	570,809	562,899	526,293	530,000	530,000	174,077	165,772
● Total recipients of case management services	40,347	35,153	39,163	*	*	25,301	26,800
★ Critical Indicator	● Equity Indicator	"NA" Not Available	↑↓ Directional Target	* None			

**Goal 2b** Provide supportive services to caregivers.

Performance Indicators	Actual			Target		4-Month Actual	
	FY20	FY21	FY22	FY23	FY24	FY22	FY23
Persons who received information and/or supportive services through DFTA's in-house and contracted caregiver programs	8,548	6,368	7,501	*	*	3,494	3,794
★ Critical Indicator	● Equity Indicator	"NA" Not Available	↑↓ Directional Target	* None			

## AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY20	FY21	FY22	FY23	FY24	FY22	FY23
Customer Experience	1,647	2,032	2,903	*	*	501	1,493
Completed requests for interpretation	95.0%	99.0%	100.0%	*	*	100.0%	100.0%
Letters responded to in 14 days (%)	97.0%	99.0%	77.6%	*	*	99.6%	91.7%
E-mails responded to in 14 days (%)	100	NA	100	*	*	NA	NA
★ Critical Indicator    ● Equity Indicator    "NA" Not Available    ⇅ Directional Target    * None							

Performance Indicators	Actual			Target		4-Month Actual	
	FY20	FY21	FY22	FY23	FY24	FY22	FY23
Response to 311 Service Requests (SRs)	NA	100%	100%	*	*	100%	100%
Percent meeting time to first action - Home Delivered Meals for Seniors - Missed Delivery (14 days)	NA	79%	98%	*	*	99%	NA
Percent meeting time to first action - Elder Abuse (5 days)	NA	100%	100%	*	*	NA	100%
Percent meeting time to first action - General Aging Information (14 days)	NA	100%	100%	*	*	NA	100%
Percent meeting time to first action - Benefits and Entitlements (14 days)	NA	100%	100%	*	*	NA	100%
★ Critical Indicator    ● Equity Indicator    "NA" Not Available    ⇅ Directional Target    * None							

## AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2022 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY20	FY21	FY22	FY23	FY23 <sup>1</sup>	FY24 <sup>1</sup>	FY22	FY23
Expenditures (\$000,000) <sup>2</sup>	\$424.0	\$355.6	\$502.6	\$540.6	\$534.9	\$466.7	\$235.6	\$341.8
Revenues (\$000,000)	\$1.5	\$1.3	\$2.4	\$1.0	\$1.0	\$1.0	\$0.4	\$2.6
Personnel	636	628	304	368	349	349	429	306
Overtime paid (\$000)	\$41	\$75	\$26	\$0	\$31	\$0	\$8	\$10
Capital commitments (\$000,000)	\$7.2	\$2.3	\$1.3	\$13.1	\$14.8	\$8.5	\$0.1	\$2.4
Human services contract budget (\$000,000)	\$364.2	\$304.6	\$445.4	\$335.1	\$440.0	\$288.5	\$126.7	\$194.1
<sup>1</sup> January 2023 Financial Plan. <sup>2</sup> Expenditures include all funds    "NA" - Not Available								

## SPENDING AND BUDGET INFORMATION

Where possible, the relationship between an agency's goals and its expenditures and planned resources, by budgetary unit of appropriation (UA), is shown in the 'Applicable MMR Goals' column. Each relationship is not necessarily exhaustive or exclusive. Any one goal may be connected to multiple UAs, and any UA may be connected to multiple goals.

Unit of Appropriation	Expenditures FY22 <sup>1</sup> (\$000,000)	January 2023 Financial Plan FY23 <sup>2</sup> (\$000,000)	Applicable MMR Goals <sup>3</sup>
Personal Services - Total	\$29.4	\$28.8	
001 - Executive and Administrative Management	\$15.7	\$16.2	All
002 - Community Programs	\$11.7	\$10.6	All
006 - In-Home Services <sup>4</sup>	NA	\$2.0	2a
Other Than Personal Services - Total	\$473.2	\$506.1	
003 - Out-of-Home Services	\$378.4	\$403.9	All
004 - Executive and Administrative Management	\$2.7	\$4.3	All
005 - In-Home Services <sup>4</sup>	\$92.1	\$97.9	2a
Agency Total	\$502.6	\$534.9	

<sup>1</sup>Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2022. Includes all funds.    <sup>2</sup>Includes all funds.    <sup>3</sup>Refer to agency goals listed at front of chapter.    <sup>4</sup>This UA originated in Fiscal 2022.    "NA" Not Available    \* None

## NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- The NA for 'Percent meeting time to first action—Elder Abuse (5 days)' is due to SLA revision.
- In 2022, the Department for the Aging stopped using DFTA and instead is now known as NYC Aging.

## ADDITIONAL RESOURCES

For additional information go to:

- The Social Indicators and Equity Report, EquityNYC:  
<http://equity.nyc.gov/>

For more information on the agency, please visit: [www.nyc.gov/aging](http://www.nyc.gov/aging), or call DFTA's AgingConnect call center at (212) AGING NYC.